

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Glenn County Human Resource Agency Date Completed: _____

Name/Title: Chellie Gates, CWS Program Manager Telephone #: (530) 934-1497
 Person Managing/Overseeing Emergency Plan Implementation

E-mail Address: gates@cws.state.ca.us

This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans. Minors in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law (PL) 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under Section 6 (a) (16). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

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CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	The HRA will use the CWS/CMS system to identify and locate children in the area of the disaster. If the CWS/CMS system is unavailable, the agency keeps a hard copy list that can be used to identify children in the area of disaster.
Essential Function:	2. Communication process with child care providers
Process Description:	The primary communication process will be by phone if available. If phones are not available, e-

	mail and/or personal contact by the worker will be used.
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	Care providers will have a pre-developed evacuation plan on what to do and where to go in the event of a disaster. The plan will include following any evacuation instructions provided by emergency personnel (police, fire, etc.). Once away from the affected area, the care provider will contact the HRA either by phone or in person and let them know the status of the children in their care. If the HRA does not hear from the provider within 4 hours, HRA personnel will follow-up through known phone numbers and addresses. The plan will also include where the family will go and emergency contact numbers. A copy of the plan will be kept on file at the HRA in both offices, in the licensing file.
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	Care providers will have a pre-developed evacuation plan on what to do and where to go in the event of a disaster. The plan will include following any evacuation instructions provided by emergency personnel (police, fire, etc.). Once away from the affected area, the care provider will contact the HRA either by phone or in person and let them know the status of the children in their care. If the HRA does not hear from the provider within 4 hours, HRA personnel will follow-up through known phone numbers and addresses. The plan will also include where the family will go and emergency contact numbers. A copy of the plan will be kept on file at the HRA in both offices, in the licensing file.
Essential Function:	5. Identification of shelters
Process Description:	Emergency shelters have been identified by the Red Cross. If the family can't be housed in a pre planned place, they will present at an open shelter until other arrangements can be made.
Essential Function:	6. Parental notification procedures
Process Description:	The duty worker will attempt to make phone contact with the parents and inform them of the child(ren)'s condition and situation. Each parent will be provided with a procedure for obtaining information during disasters. This procedure will be provided at the time of detainment.
Essential Function:	7. Alternative processes for providing continued services

Process Description:	The HRA has two sites and two Family Resource Centers. This allows us to operate in three separate communities in the County. If one facility is unavailable, the others will be used. HRA also collaborates with other county agencies and faith based organizations who can assist in providing services.
Essential Function:	7. Staff assignment process
Process Description:	Case worker assignments would be handled based on availability and accessibility of social workers. Priority cases will be reassigned to those available. Those impacted most and/or those with special needs will have priority.
Essential Function:	8. Workload planning
Process Description:	Workload will be planned based on the extent and impact of the disaster. Any special needs of the children will also be a consideration during workload planning.
Essential Function:	9. Alternative locations for operations
Process Description:	The HRA has two locations and two Family Resource Centers in different parts of the County from which operations can be resumed. If on the off chance both locations are not accessible, arrangements will be made with another County to provide equipment and space to resume operations.
Essential Function:	10. Orientation and ongoing training
Process Description:	The case workers, care givers, and partners will be trained on the plan initially and on annual intervals.
CWS Disaster Response Criteria B:	Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:
Essential Function:	1. New child welfare investigation process
Process Description:	The process will be similar to that done in non-disaster situations. A response worker will be dispatched with law enforcement. The response worker will be trained to identify those issues which are disaster related versus issues that have been on-going. During a disaster, all new referrals will require a 24 hour response time.

Essential Function:	2. Implementation process for providing new services
Process Description:	An operational agreement with Mental Health Services would provide counseling to families for disaster related issues. This service would be to preclude the detainment of the child by separating those situations which are related to the disaster and those which have been more long term. More social workers would be added to the on-call staff to respond to reports of abuse. Also, a contracted Public Health Nurse will be available to assess the children's welfare.
CWS Disaster Response Criteria C:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	The HRA will implement a phone tree if phone service is available. In the absence of phones, radio announcements will be made. The County already has procedures for employees who are able to report to work during or immediately after a disaster.
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	Child Welfare will implement a phone tree if phone service is available. In the absence of phones, radio announcements will be made. The County already has procedures for employees who are able to report to work during or after a disaster.
Essential Function:	3. Communication structure – contracted services
Process Description:	Contact will be made by either phone or e-mail. In the absence of either of those, personal contact will be made if feasible.
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	Personal contact will be made. Possibly the use of emergency communication radios with specified frequency.
Essential Function:	5. Communication frequency
Process Description:	Communication will be held as needed as determined by the circumstances of the event.

	Employees will initially report to the supervisor for assignments. Once the assignment has been made, communication will occur as necessary for providing services.
Essential Function:	6. Communication with media
Process Description:	The HRA's Deputy for Administration has responsibility for information release. In time of disaster, all communication with the media will be conducted through this person.
Essential Function:	7. Communication with volunteers
Process Description:	Contact will be made by either phone or e-mail. In the absence of either of those, personal contact will be made.
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	An 800 number for the HRA is established and published.
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	Records on electronic systems (CWS/CMS) are stored in Sacramento. The records are backed up daily in Sacramento.
Essential Function:	2. Use of off-site back-up system
Process Description:	Unknown
CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process
Process Description:	Once finalized, the Glenn County plan will be provided to the ICPC.

Essential Function:	2. Mental health providers
Process Description:	The Glenn County HRA has an agreement with the Glenn County Health Services to provide mental health services during disasters. Each client has a signed release of information so information can be shared between the departments.
Essential Function:	3. Courts
Process Description:	The Glenn County HRA shares information with the courts through court reports and filings. Judges are available 24/7 through phones.
Essential Function:	4. Federal partners
Process Description:	
Essential Function:	5. CDSS
Process Description:	Information is available through the CWS/CMS system. If the system is down, necessary information and coordination will be done through e-mail or the phones.
Essential Function:	6. Tribes
Process Description:	As necessary, information and coordination will occur with the tribal chair. Communication may occur with the ICWA Coordinator via phone, e-mail or in person.
Essential Function:	7. Volunteers
Process Description:	The only volunteer that works with wards of the State is the CASA Coordinator. Coordination will occur through phone or e-mail.

